

M E M O R A N D U M

**To:** Mr. Ruben Garcia, Cluster Manager  
Salinas Workforce Service Office 0450

**Date:** May 13, 2010

**File No.:** 74:fmj:02

**From:** Ernesto Magaña  
Employment Development Department

**Subject:** **MONITOR ADVOCATE OFFICE ON-SITE ANNUAL REVIEW  
PROGRAM YEAR 2009-2010  
HOLLISTER WORKFORCE SERVICE OFFICE  
FINAL MONITORING REPORT**

This Final Monitoring Report summarizes the California Monitor Advocate Office's (MAO) results of the Migrant and Seasonal Farmworkers (MSFW) on-site annual review of the Hollister Workforce Service (WS) office. Francisco Macias, Associate Monitor Advocate, conducted this annual review from March 1 through March 4, 2010. We focused our annual on-site review on the full range of employment services, benefits, and protections, including the full range of job and training referral services, counseling, and testing provided to MSFW.

The MAO conducted this annual on-site review under the authority of all related federal regulation, including Title 20 of the Code of Federal Regulation (CFR), Chapter V, Parts 651, 653, and 658, applicable State laws, and the Employment Development Department (EDD) Job Service (JS) policies and procedures. Specifically, Title 20 CFR, Part 653.108, requires the MAO to perform ongoing reviews of EDD services provided to MSFW.

We collected information for this report by examining the Hollister WS office's provision of services, job information sharing, job application taking process, outreach program operation, data collection, agricultural clearance order activity, and JS complaint system. Additionally, we interviewed Hollister WS office's management and staff.

We received your response to the two findings explained in the draft report via electronic mail on April 16, 2010. We have reviewed your comments and incorporated them into this Final Monitoring Report.

Our annual monitoring review revealed the following findings:

**Finding 1:**

**Limited MSFW Outreach Activities**

**Observation:**

The Workforce Services Branch's (WSB) Agricultural Services Plan for Program Year (PY) 2008-09 allocates 1.13 Personnel Equivalents to the Salinas WS office cluster, which includes both the Salinas and Hollister WS offices, to conduct MSFW outreach activities. The Salinas and Hollister WS offices' management confirmed that both WS offices shared the combined allocation of approximately 1,946 hours for MSFW outreach activities for PY 2008-09 with the Hollister WS office receiving 964 hours of the total allocated budget. During the pre-site review analysis, we noted that the Hollister WS office used approximately 382 hours in MSFW outreach activities between July 2009 and January 2010. We consider this limited MSFW outreach activity.

**Citation:**

20 CFR 653.107 and Agricultural Services Plan PY 2008-09

**Response:**

The Salinas and Hollister WS offices' management response stated that management will be tracking the MSFW outreach budget by reviewing the MSFW daily logs (DE 8149) and timesheets on a monthly basis to ensure the budgeted hours for MSFW outreach activity are being used each month. In addition, the response states management will schedule two outreach workers (OW) to conduct MSFW outreach in the San Benito County area.

**Recommendation:**

The MAO recommends that the Hollister WS office provide sufficient MSFW outreach activity by coordinating its staffing resources efficiently to ensure that comprehensive MSFW outreach activities are conducted in its local areas as mandated by EDD policy and Federal Regulations.

**Finding 2:**

**Insufficient Referrals to Supportive Services for MSFW**

**Observation:**

During the pre-site review analysis, we noted that the Hollister WS office did not meet the Referred to Supportive Services equity indicator in the WSB Indicator of Compliance (IOC) reports between July 2009 and January 2010. We reviewed the IOC reports and the summary of services to MSFW recorded in the Program Activity Support System (PASS) to measure equitable services to MSFW. We discovered that there is no data to support that MSFW are being referred to supportive

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**Observation (cont.):** services in the same manner as non-MSFW. The EDD JS Policy and Procedures Manual reaffirms EDD's commitment to providing equitable services to MSFW such as supportive services. Since agricultural workers are considered a special targeted group, supportive services are to be provided and properly documented.

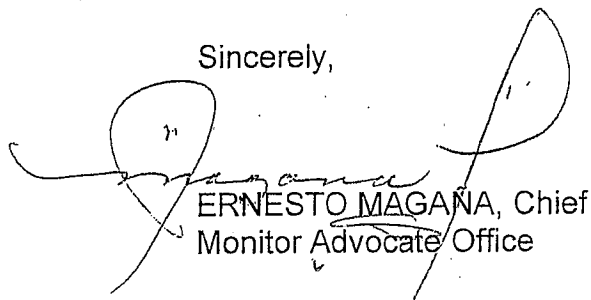
**Citation:** 20 CFR 653.101; 20 CFR 653.109; JS Policy and Procedures Manual, Chapter 33

**Response:** The Salinas and Hollister WS offices' management response stated they would ensure that MSFW are given supportive services by reviewing the DE 8149 on a monthly basis to ensure that the OW is posting supportive services into PASS and making sure that WS staff is following policy and procedure on entering supportive services into PASS when MSFW are in the WS office.

**Recommendation:** We recommend that the Hollister WS office provide supportive services to MSFW and properly document this in PASS.

Please extend our appreciation to your staff for their cooperation and assistance during our review. If you have any questions, please contact Francisco Macias at (916) 651-9463.

Sincerely,



ERNESTO MAGAÑA, Chief  
Monitor Advocate Office

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